

Amendments to the Claims:

Please rewrite the claims as set forth below. The listing of claims replaces all prior versions and listings of claims in the application:

1. (Withdrawn) In a testing system, a method for routing a plurality of in-coming inquiries initiated by a plurality of users, each of said users having previously provided a specimen for evaluation to a testing facility prior to making an incoming inquiry, said evaluation of said specimen yielding test result information, said test result information being associated with a personal identification code, said personal identification code being associated with a code database comprising a plurality of codes in which at least one subset of said plurality of codes is associated with a code lot, the method comprising the steps of: receiving an inquiry initiated by one of said users; prompting said user to transmit said personal identification code; receiving said personal identification code; determining whether said personal identification code input by said user is associated with a code lot; from among a plurality of inquiry handlers, including at least one inquiry handler associated with said code lot, selecting an inquiry handler associated with said lot if said personal identification code is determined to be associated with said lot; and routing said inquiry to the selected inquiry handler.

2-20. (Cancelled)

21. (Currently Amended) In a testing system, a method for routing a plurality of incoming inquiries initiated by a plurality of users, said users

submitting test specimens for evaluation to a testing facility, each of said users being associated with a personal identification code, said personal identification code being associated with a code database comprising a plurality of codes in which at least one subset of said plurality of codes is associated with a code lot for the employees of a specific company, the method comprising the steps of: receiving an inquiry initiated by one of said users; prompting said user to transmit said personal identification code; receiving said personal identification code; in any order querying said user as to whether said user desires counseling; and determining whether said personal identification code input by said user corresponds to a code lot for the employees of the specific company; from among a plurality of counselors, including at least one counselor associated with said lot, selecting a counselor associated with said lot if said personal identification code is determined to be associated with said lot; and routing said inquiry to said counselor;

wherein said counseling is tailored to the user and includes information relating to the user's insurance benefits, and to provide activities to reduce risk if a result of the test specimen is negative, and instruction to enter physician care for further medical evaluation and follow up if the result of the test specimen is positive or indeterminate.

22-43. (Cancelled)

44. (Withdrawn) In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method

comprising the steps in any appropriate order of: receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number; receiving an incoming inquiry initiated by one of said users; obtaining test result information from a test specimen submitted to a testing facility by said user, said test specimen being identified by one of a plurality of second identification numbers; prompting said user to transmit the second identification number associated with the user's test specimen; querying said user as to whether said user desires test result information to be identified with the information specific to said user; in response to an indication from said user that said user does desire said test result information to be identified with said information specific to said user, prompting said user for said first identification number associated with said information specific to said user; receiving said first identification number from said user; and associating said information specific to said user with said test result information.

45-62. (Cancelled)

63. (Withdrawn) In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method comprising the steps in any appropriate order of: receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information; receiving an incoming

inquiry initiated by one of said users; prompting said user to transmit said first identification number associated with said information specific to said user; obtaining test result information from a test specimen submitted to a testing facility by said user, said test specimen being identified by one of a plurality of second identification numbers; prompting said user to transmit said second identification number associated with the user's test specimen; and relating said test result information to said risk assessment information.

64–67. (Cancelled)

68. (Withdrawn) In a testing system, a method for handling a plurality of incoming inquiries from a plurality of users, the method comprising the steps in any appropriate order of: receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information; receiving an incoming inquiry initiated by one of said users; prompting said user to transmit said first identification number associated with said information specific to said user; obtaining test result information from a test specimen submitted to a testing facility by a user; querying said user as to whether said user desires user-identifying information to be associated with said test result information; in response to an indication from said user that said user desires user-identifying information to be identified with test result information, associating user-identifying information with said test result information.

69–74. (Cancelled)

75. (Withdrawn) In a testing system, a method for handling a plurality of incoming inquiries initiated by a plurality of users, the method comprising the steps in any appropriate order of: receiving information associated with a plurality of users, the information from any one user being specific to said user and being associated with a first identification number, said information including risk assessment information; receiving an inquiry initiated by one of said users; prompting said user to transmit said first identification number associated with said information specific to said user; obtaining test result information from a test specimen submitted to a testing facility by said user; and associating said test result information with said risk assessment information.

76–78. (Cancelled)

79. (Withdrawn) In a testing system, a method for evaluating information comprising the steps in any appropriate order of: receiving risk assessment information from a plurality of users, the risk assessment information from any one user being specific to said user and being associated with a first identification number; receiving an inquiry from one of said users; prompting said user to transmit said first identification number associated with said information specific to said user; obtaining a determination as to whether based on said risk assessment information a recommendation to obtain testing should be provided to said user, and selecting an appropriate

recommendation provider from among a plurality of recommendation providers based on said determination; routing said inquiry to the selected recommendation provider.

80–83. (Cancelled)

84. (Previously Presented) A method according to claim 21, further comprising the step of providing counseling to said user.

85. (Currently Amended) A method according to claim 21, wherein said code database includes a plurality of code lots for employees of a plurality of companies.

86. (Currently Amended) A method according to claim 85, wherein at least two of said code lots for employees of a plurality of companies are exclusive of common codes.

87. (Currently Amended) A method according to claim 21, wherein for at least one code lot for the employees of the specific company, said plurality of counselors includes a plurality of counselors associated with said code lot for the employees of the specific company, said method further including the step of selecting a counselor from among the plurality of counselors associated with said lot.

88. (Previously Presented) A method according to claim 87, wherein said plurality of counselors for said lot includes at least one live counselor and at least one automated counselor.

89. (Previously Presented) A method according to claim 21, wherein said inquiry is made via electronic communication.

90. (Previously Presented) A method according to claim 84, wherein said counseling is provided to said user via electronic communication.

91. (Previously Presented) A method according to claim 21, wherein some of the codes in said database are not associated with a lot, said plurality of counselors including at least one non-lot-specific counselor.

92. (Previously Presented) A method according to claim 91, said plurality of counselors including a plurality of non-lot-specific counselors, the method including the step of selecting one of said non-lot-specific counselors if it is determined that said personal identification code input by said user is not associated with a lot.

93. (Currently Amended) A method according to claim 21, wherein said code database comprises a plurality of code lots for employees of a plurality of companies, wherein at least one of said plurality of counselors is associated with plural code lots for employees of the plurality of companies.

94. (Previously Presented) A method according to claim 21, wherein said specimen is a medical specimen and said evaluation is a medical evaluation.

95. (Previously Presented) A method according to claim 94, wherein said evaluation is an evaluation for HIV.

96. (Previously Presented) A method according to claim 94, wherein said evaluation is an evaluation for hepatitis.

97. (Previously Presented) A method according to claim 21, wherein said specimen is an environmental specimen and said evaluation is an environmental evaluation.

98. (Currently Amended) A method according to claim 21, wherein said plurality of counselors comprises at least one common counselor provided with instructions associated with said code lot for the employees of the specific company, wherein said step of selecting a counselor comprises selecting instructions for said common counselor.

99. (Previously Presented) A method according to claim 21, wherein said inquiry is received prior to submission of a test specimen.

100. (Previously Presented) A method according to claim 21, wherein said inquiry is received prior to providing test result information to the user.

101. (Previously Presented) A method according to claim 21, wherein said user is queried as to whether said user desires counseling after said user has received test result information.

102. (Previously Presented) A method according to claim 21, wherein said user is anonymously identified by one of said personal identification codes.

103. (Previously Presented) A method according to claim 21, wherein said personal identification code is associated with the test specimen submitted by said user.

104. (Previously Presented) A method according to claim 103, wherein said user has a different personal identification code that is associated with user-identifying information.

105. (Previously Presented) A method according to claim 103, wherein said personal identification code is not associated with user-identifying information.